

WHAT IS CLAIMED IS:

1. A method for facilitating mediated virtual communication, comprising:
receiving, by a mediation system from a mediation subscriber communication device, a
service selection;
5 determining, by the mediation system, a context associated with the service selection; and
preparing, by the mediation system, a plurality of contextual arrangement options in
response to determining the context.
2. The method of claim 1, further comprising:
transmitting the plurality of contextual arrangement options for reception by the
10 mediation subscriber communication device.
3. The method of claim 1, further comprising:
receiving, by the mediation system from the mediation subscriber communication device,
a selected one of the contextual arrangement actions; and
15 facilitating, by the mediation system and with a service management system, a mediated
follow-through operation based at least partially on the selected one of the
contextual arrangement actions for generating a mediated service commitment.
4. The method of claim 3, further comprising:
updating a mediated commitment data set to include the mediated service commitment.

5. The method of claim 3 wherein facilitating the mediated follow-through operation includes;
determining a plurality of service providers;
transmitting the plurality of service providers for reception by the mediation subscriber
5 communication device; and
receiving, from the mediation subscriber communication device, a selected one of the
plurality of service providers.

6. The method of claim 3 wherein facilitating the mediated follow-through operation includes:
10 establishing a computer network connection between the mediation system and the
service management system; and
performing the mediated follow-through operation with the service management system
via the computer network connection.

7. The method of claim 6, further comprising:
15 receiving, by the mediation system, confirmation information from the service
management system after performing the mediated follow-through operation.

8. The method of claim 7, further comprising:
updating a mediation subscriber profile to include said confirmation information.

9. The method of claim 8, further comprising:
20 providing a confirmation including at least a portion of said confirmation information to
the mediation subscriber.

10. The method of claim 8 wherein updating the mediation subscriber profile includes
updating at least one data set associated with the mediation subscriber profile.

11. A method for facilitating mediated virtual communication, comprising:
receiving, by a mediation system from a mediation subscriber communication device, a
service selection;
determining, by the mediation system, a context associated with the service selection; and
5 preparing, by the mediation system, a plurality of contextual arrangement options in
response to determining the context;
transmitting the plurality of contextual arrangement options for reception by the
mediation subscriber communication device;
receiving, by the mediation system from the mediation subscriber communication device,
10 a selected one of the contextual arrangement actions;
facilitating, by the mediation system and with a service management system, a mediated
follow-through operation based at least partially on the selected one of the
contextual arrangement actions for generating a mediated service commitment;
and
15 updating a mediated commitment data set to include the mediated service commitment.
12. The method of claim 11 wherein facilitating the mediated follow-through operation
includes;
determining a plurality of service providers;
transmitting the plurality of service providers for reception by the mediation subscriber
20 communication device;
receiving, from the mediation subscriber communication device, a selected one of the
plurality of service providers;
establishing a computer network connection between the mediation system and the
service management system; and
25 performing the mediated follow-through operation with the service management system
via the computer network connection.

13. The method of claim 12, further comprising:

receiving, by the mediation system, confirmation information from the service
management system after performing the mediated follow-through operation;

updating a mediation subscriber profile to include said confirmation information; and

- 5 providing a confirmation including at least a portion of said confirmation information to
the mediation subscriber.

14. The method of claim 13 wherein updating the mediation subscriber profile includes
updating at least one data set associated with the mediation subscriber profile.

15. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation system;
and
an apparatus from which the computer program is accessible by the data processor;
5 the computer program capable of enabling the mediation system to:
receive, by a mediation system from a mediation subscriber communication device, a
service selection;
determine, by the mediation system, a context associated with the service selection; and
prepare, by the mediation system, a plurality of contextual arrangement options in
10 response to determining the context.
16. The computer program product of claim 15 wherein the computer program is further
capable of enabling the mediation system to transmit the plurality of contextual
arrangement options for reception by the mediation subscriber communication device.
17. The computer program product of claim 15 wherein the computer program is further
15 capable of enabling the mediation system to:
receive, by the mediation system from the mediation subscriber communication device, a
selected one of the contextual arrangement actions; and
facilitate, by the mediation system and with a service management system, a mediated
follow-through operation based at least partially on the selected one of the
20 contextual arrangement actions for generating a mediated service commitment.
18. The computer program product of claim 17 wherein the computer program is further
capable of enabling the mediation system to:
update a mediated commitment data set to include the mediated service commitment.

19. The computer program product of claim 17 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

determine a plurality of service providers;

transmit the plurality of service providers for reception by the mediation subscriber communication device; and

receive, from the mediation subscriber communication device, a selected one of the plurality of service providers.

20. The computer program product of claim 17 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

establishing a computer network connection between the mediation system and the service management system; and

performing the mediated follow-through operation with the service management system via the computer network connection.

21. The computer program product of claim 20 wherein the computer program is further capable of enabling the mediation system to:

receiving, by the mediation system, confirmation information from the service management system after performing the mediated follow-through operation.

22. The computer program product of claim 21 wherein the computer program is further capable of enabling the mediation system to:

updating a mediation subscriber profile to include said confirmation information.

23. The computer program product of claim 22 wherein the computer program is further capable of enabling the mediation system to:
providing a confirmation including at least a portion of said confirmation information to
the mediation subscriber.

5 24. The computer program product of claim 22 wherein enabling the mediation system to
update the mediation subscriber profile includes enabling the mediation system to update
at least one data set associated with the mediation subscriber profile.

25. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation system;
and
an apparatus from which the computer program is accessible by the mediation subscriber
communication device;
the computer program capable of enabling the mediation system to:
receive, by a mediation system from a mediation subscriber communication device, a
service selection;
determine, by the mediation system, a context associated with the service selection;
prepare, by the mediation system, a plurality of contextual arrangement options in
response to determining the context;
transmit the plurality of contextual arrangement options for reception by the mediation
subscriber communication device;
receive, by the mediation system from the mediation subscriber communication device, a
selected one of the contextual arrangement actions; and
facilitate, by the mediation system and with a service management system, a mediated
follow-through operation based at least partially on the selected one of the
contextual arrangement actions for generating a mediated service commitment.
26. The computer program product of claim 25 wherein the computer program is further
capable of enabling the mediation system to:
update a mediated commitment data set to include the mediated service commitment.

27. The computer program product of claim 25 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

determine a plurality of service providers;

5 transmit the plurality of service providers for reception by the mediation subscriber communication device; and

receive, from the mediation subscriber communication device, a selected one of the plurality of service providers.

28. The computer program product of claim 25 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

10 establish a computer network connection between the mediation system and the service management system; and

15 perform the mediated follow-through operation with the service management system via the computer network connection.

29. A system for facilitating mediated virtual communication, comprising:
a mediation system connected to a data packet network and to a voice network, the mediation
system being capable of:
receiving, by a mediation system from a mediation subscriber communication device, a
5 service selection;
determining, by the mediation system, a context associated with the service selection; and
preparing, by the mediation system, a plurality of contextual arrangement options in response
to determining the context.

30. The system of claim 29 wherein:
10 the mediation system includes a data packet client and a computer-telephone interface
client; the data packet network includes a data packet server; and
the voice network includes a computer-telephone interface client sever and an interactive
voice response system connected to the computer-telephone interface.